



## End-of-Sale and End-of-Life Announcement for the Cisco TelePresence System Intern MXP

EOL8872

Cisco announces the end-of-sale and end-of-life dates for the Cisco TelePresence System Intern MXP. The last day to order the affected product(s) is December 31, 2012. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 of the EoL bulletin. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). Table 2 lists the product part numbers affected by this announcement. For customers with active and paid service and support contracts, support will be available under the terms and conditions of customers' service contract.

**Table 1.** End-of-Life Milestones and Dates for the Cisco TelePresence System Intern MXP

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	December 21, 2012
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	December 31, 2012
<b>Last Ship Date: HW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	December 31, 2012
<b>End of SW Maintenance Releases Date: HW</b>	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	June 21, 2014
<b>End of Routine Failure Analysis Date: HW</b>	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	June 21, 2014
<b>End of New Service Attachment Date: HW</b>	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	June 21, 2014
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	September 16, 2017
<b>Last Date of Support: HW</b>	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	June 30, 2018

HW = Hardware    OS SW = Operating System Software    App. SW = Application Software

**Table 2.** Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ACC-5IN-WHL=	5 in CASTOR, TOTAL LOCK	There is currently no replacement product available for this product.	-	-
ACC-AUD-DA=	1:2 AUDIO DA FOR HEADSET	There is currently no replacement product available for this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ACC-HDPHONES	NOT USED	There is currently no replacement product available for this product.	-	-
ACC-HDPHONES=	HEADPHONE	There is currently no replacement product available for this product.	-	-
ACC-SPKR-N240V=	Intern 240VAC Powered Speaker	There is currently no replacement product available for this product.	-	-
ACC-SPKR-P110V=	Monitor Speaker, 110V	There is currently no replacement product available for this product.	-	-
CAB-AUXAC=	AUX AC OUTLET CABLE	There is currently no replacement product available for this product.	-	-
CAB-HPEXT=	20 ft HEADPHONE EXTENSION	There is currently no replacement product available for this product.	-	-
CART-INTRN-N120V	Base Cart - Intern NTSC	CTS-CA2-K9	VX Clinical Assistant 110V AC and DC PWR	-
CART-INTRN-N120V=	Base Cart - Intern NTSC	CTS-CA2-K9	VX Clinical Assistant 110V AC and DC PWR	-
CART-INTRN-P240V	Base Cart - Intern PAL	CTS-CA2-P240V-K9	VX Clinical Assistant 240V AC and DC PWR	-
CART-INTRN-P240V=	Base Cart - Intern PAL	CTS-CA2-P240V-K9	-	-
CTS-24DISPL-	24In Widescreen LCD Display	There is currently no replacement product available for this product.	-	-
CTS-24DISPL=	24In Widescreen LCD Display - LG W2442PA-BF	There is currently no replacement product available for this product.	-	-
CTS-INTRN	Intern MXP ISDN/IP - Single LCD Base Cart	CTS-CA2-K9	VX Clinical Assistant 110V AC and DC PWR	-
MIC-LP=	Low Profile Microphone	There is currently no replacement product available for this product.	-	-
PWR-CORD-DELL=	AC POWER FOR DELL LCD	There is currently no replacement product available for this product.	-	-
STGPK-INTRN	Intern Storage Pack	ACC-CA-DM	Cisco Clinical Assistant DRAWER MODULE	-
STGPK-INTRN=	Intern Storage Pack	ACC-CA-DM	Cisco Clinical Assistant DRAWER MODULE	-

## Product Migration Options

Customers are encouraged to migrate to the Cisco TelePresence VX Clinical Assistant. Information about this new version of the product will be available on January 29, 2013 at:

<http://www.cisco.com/en/US/products/ps12152/index.html>.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at

[http://www.cisco.com/web/partners/incentives\\_and\\_promotions/tmp.html](http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

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Customers may be able to continue to purchase the Cisco TelePresence System Intern MXP through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses dispose properly of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to:

[http://www.cisco.com/web/about/ac227/ac228/ac231/about\\_cisco\\_takeback\\_recycling.html](http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

### For More Information

For more information about the Cisco TelePresence VX Clinical Assistant, visit <http://www.cisco.com/en/US/products/ps12152/index.html>, or contact your local account representative.

For more information about the Cisco End-of-Life Policy, go to: [http://www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](http://www.cisco.com/en/US/products/products_end-of-life_policy.html).

For more information about the Cisco Product Warranties, go to: [http://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](http://www.cisco.com/en/US/products/prod_warranties_listing.html).

To subscribe to receive end-of-life/end-of-sale information, go to: <http://www.cisco.com/cisco/support/notifications.html>.

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